EMPLOYEE TRAINING AND LEARNING OPPORTUNITIES: JANUARY TO JUNE 2004

SUPERVISORY DEVELOPMENT

Fundamentals of Supervision
Feb. 18, 20, & 24, 2004
(class id#21038) 9:00 a.m. - 4:00 p.m.
April 26, 28, and 30, 2004
(class id#21039) 9:00 a.m. - 4:00 p.m.

Interpersonal Communication Skills For Supervisors
May 13 & 14, 2004 (class id#11217)
9:00 a.m. - 4:00 p.m.

Basic Labor Relations
March 24, 2004 (class id#99319)
9:00 a.m. - 12:00 noon
May 12, 2004 (class id#99320)
9:00 a.m. - 12:00 noon

Giving Constructive Feedback for Improved Performance
Feb. 27, 2004 (class id#95316)
9:00 a.m. -12:00 noon
April 23, 2004 (class id#95317)
9:00 a.m. -12:00 noon

Coaching and Mentoring Employees
May 20, 2004 (class id#93215)
9:00 a.m. - 12:00 noon

Performance Management: Planning for Excellence
March 30, 2004 (class id#95542)
9:00 a.m .- 12:00 noon
May 6, 2004 (class id#95543)
9:00 a.m. -12:00 noon

Dealing with Employee Performance and Conduct Issues
Feb. 25, 2004 (class id#94545)
9:00 a.m. - 4:00 p.m.
May 17, 2004 (class id#94546)
9:00 a.m. - 4:00 p.m.

Emotional Intelligence
May 25 & 26, 2004 (class id#53005)
9:00 a.m. - 4:00 p.m.

PROFESSIONAL DEVELOPMENT

Interpersonal Communications for the Professional
April 29 & 30, 2004 (class id#41219)
9:00 a.m. - 4:00 p.m.

Managing Time, Tasks & Priorities
May 27, 2004 (class id#41310)
9:00 a.m. - 4:00 p.m.

Project Management
March 16 & 23, 2004 (class id#42016)
9:00 a.m. - 4:00 p.m.

Teams That Thrive
May 4 & 5, 2004 (class id#40915)
9:00 a.m. - 4:00 p.m.

Creative Problem Solving for Professionals
April 22, 2004 (class id#50503)
9:00 a.m. - 4:00 p.m.

Today's Diverse Workplace
April 14, 2004 (class id#42716)
9:00 a.m. - 4:00 p.m.

Surviving and Thriving on the Job
March 4, 2004 (class id#10101)
9:00 a.m. - 4:00 p.m.

CHECK-OUT OTHER TRAINING OPPORTUNITIES

- Contract Administration
- Center for Continuous Learning
- Core Business Systems (CBS)
- Computer Training
- Computer Lab
- Tuition Assistance

COMMUNICATIONS SKILLS

Business Writing
April 20, 22, 27, 29, 2004
May 4, 6, 11, & 13, 2004
(class id#50715) 9:00 a.m.-12:00 noon

Business English
March 23, 25, 30, April 1, 6, 8,
13, & 15, 2004
(class id#50314) 9:00 a.m.-12:00 noon

Perfecting Your Presentation Skills
June 8 & 9, 2004 (class id#50814)
9:00 a.m. - 4:00 p.m.

The Power of Listening
Feb. 24, 2004 (class id#58004)
9:00 a.m.-12:30 p.m

Proofreading
March 11 & 18, 2004 (class id#52114)
9:00 a.m. - 12:30 p.m.

Managing Emotions & Anger In the Workplace
Feb 12, 2004 (class id#41010)
9:00 a.m.-12:00 noon
May 21, 2004 (class id#41011)
9:00 a.m. – 12:00 noon

The Challenging Customer
April 21, 2004 (class id#32619)
9:00 a.m. – 4:00 p.m.

Interpersonal Communications for the Professional
April 29 & 30, 2004 (class id#41219)
9:00 a.m. – 4:00 p.m.

Conflict Resolution
March 18, 2004 (class id#13315)
9:00 a.m. – 4:00 p.m.

DIVERSITY STUDIES

Communicating Services Across Cultural Lines
May 18, 2004 (class id#30518)
9:00 a.m. -4:00 p.m.

Today's Diverse Workplace
April 14, 2004 (class id#42716)
9:00 a.m. - 4:00 p.m.

Survival Spanish
March 4, 11, 18, & 25, 2004
(class id#51004)
9:00 a.m. -12:00 noon

Conversational Spanish (Basic Level II)
April 28, May 5, 12, 19, 26
June 2, 9, 16, 23, & 30, 2004
(class id#50226)
9:00 a.m. -12:00 noon

Conversations on Race Relations in the Workplace
May 7, 2004 (class id#50106)
1:00 p.m. - 4:00 p.m.

Gender Communications in the Workplace
June 2, 2004 (class id#30602)
9:00 a.m. - 4:00 p.m.

Cross Generation Differences
March 2, 2004 (class id#41105)
9:00 a.m. - 4:00 p.m.

TOASTMASTERS

The County's Toastmasters Club meets the *first* and *third* *Wednesday* of every month **12:00 noon - 1:00 p.m.**
Red Brick Court House
29 Courthouse Square, Room G06

CUSTOMER SERVICE PROVIDER

Providing Services to the Citizens
Jan. 28, 2004 (class id#32226)
9:00 a.m. - 4:00 p.m.
April 29, 2004 (class id#32227)
9:00 a.m. - 4:00 p.m.

Communicating Services Across Cultural Lines
May 18, 2004 (class id#30518)
9:00 a.m. - 4:00 p.m.

The Challenging Customer
April 21, 2004 (class id#32619)
9:00 a.m. - 4:00 p.m.

The Essentials of Front Desk Management
April 7, 2004 (class id#31007)
9:00 a.m. - 4:00 p.m.

Measuring Customer Needs and Expectations
March 5 & 12, 2004 (class id#31710)
9:00 a.m. - 4:00 p.m.

Managing A Customer Service Organization
April 27, 2004 (class id#31411)
9:00 a.m. - 4:00 p.m.

INFORMATIONAL BRIEFINGS

- Retirement Workshops·
- Investment Seminars·
- Employee Benefits·
- Pollution Prevention Overview

For schedules, go to the OHR web site or call the Automated Registration Line on 240-777-5122 and request a training calendar.

HUMAN RESOURCES MANAGEMENT

Basic Labor Relations
March 24, 2004 (class id#99319)
9:00 a.m. -12:00 noon
May 12, 2004 (class id#99320)
9:00 a.m. -12:00 noon

The Employee Assistance Program (EAP): The Supervisor's Role
March 9, 2004 (class id#94414)
10:00 a.m. -12:00 noon

How to Prepare PAFs: What Departmental Administrative Staff Should Know
March 24, 2004 (class id#54007)
10:00 a.m. -12:00 noon

Overview of the Family Medical Leave Act (FMLA): What Every Supervisor Should Know
March 10, 2004 (class id#94616)
9:00 a.m.-11:30 a.m.

Disability Case Management Program: The Supervisor's Role
March 24, 2004 (class id #94220)
9:00 a.m. - 12:00 noon

An Overview of the County's Adverse Action & Progressive Discipline Process: The Supervisor's Role
April 6, 2004 (class id#94819)
9:00 a.m. - 12:00 noon

Substance Abuse in the Workplace: The Supervisor's Role
April 20, 2004 (class id#94322)
9:00 a.m. - 12:00 noon.

PREVENTING WORKPLACE HARASSMENT
MANDATORY FOR EMPLOYEES
(formerly titled Sexual Harassment)

February 17, 2004
9:00 a.m. -12:00 noon
(class id #63641)

April 13, 2004
9:00 a.m. -12:00 noon
(class id #63643)

February 25, 2004
9:00 a.m. -12:00 noon
(class id #63646)

May 11, 2004
9:00 a.m. -12:00 noon
(class id #63644)

March 16, 2004
9:00 a.m. -12:00 noon
(class id #63642)

June 15, 2004
9:00 a.m. -12:00 noon
(class id #63645)

SAFETY INSTITUTE

Personal Protective Equipment
February 17, 2004 *(class id#93049)*
9:00 a.m. -12:00 noon

Overview of Worker's Compensation
March 23, 2004 *(class id#93051)*
9:00 a.m. -12:00 noon

Industrial Operations
April 6, 2004 *(class id#93052)*
9:00 a.m. -12:00 noon

Chemical Safety
May 18, 2004 *(class id#93054)*
9:00 a.m. -12:00 noon

Human Factors
March 2, 2004 *(class id#93050)*
9:00 a.m. -12:00 noon

Safety Preparedness
April 27, 2004 *(class id#93053)*
9:00 a.m. -12:00 noon

Blood Borne Pathogens
January 21, 2004 *(class id #99998)*
9:00-11:00 a.m.

Electric and Tool Safety
June 1, 2004 *(class id #93055)*
9:00 a.m. -12:00 noon

April 2004 *(class id #999967)*
9:00 a.m. -12:00 noon

Heavy Equipment Operations
January 27, 2004 *(class id #93048)*
9:00 a.m. -12:00 noon

Heavy Equipment Operations
June 22, 2004 *(class id #93056)*
9:00 a.m. -12:00 noon

CAREER PLANNING

High Impact Resumes
April 8, 2004 *(class id#10041)*
10:00 a.m. -12:00 noon

Interviewing for Success
April 15, 2004 *(class id#10043)*
10:00 a.m. -12:00 noon

Effective Strategies for Internet Job Search
April 22, 2004 *(class id#10039)*
10:00 a.m. -12:00 noon

AUTOMATED REGISTRATION SYSTEM
240-777-5122

Using the Automated Training Line (ATL)
Managing your training and career development just got easier!

Call 240-777-5122 anytime to:

- Get the training calendar
- Get a course description
- Get a transcript (training record)*
- Withdraw from a class*
- Get the enrollment status before you register
- Get on a class waiting list*
- Enroll a group*
- Get your training schedule*
- Track your tuition assistance application's status *
- Get information e-mailed or faxed
- Industry standard security protocol in use

* New Features

The Automated Training Line will ask you a series of questions and "listen for key words" in your answers, or telephone key pad input, to begin processing your request. To assist you, here are a few helpful hints:

- Speak clearly at a **normal pace**. If you speak too slowly, the computer will not "hear" your response.
- **Wait** until the computer **stops speaking BEFORE** you speak. If you speak too soon, the computer will not "hear" your response.
- Speak numbers individually (e.g. "five, zero," not "fifty").
- Some delays may occur as the training line processes information. You will know that you have finished the transaction when you are thanked for using the Automated Training Line.
- **Do not use a speaker phone**, "side-bar" conversations, or attempt transactions in a noisy location. The computer cannot distinguish between your responses and other sounds.
- Keypad input may begin before the computer stops speaking.
- Supervisory approval is required prior to registering for a class.

Still need help? Say "help" or press the (*) key. Say "operator" or press (0) to be transferred to a staff member.

To learn more about the ATL visit the OHR Resource Library to get a copy of the complete Guide to Using the Automated Training Line at
http://www.montgomerycountymd.gov/content/ohr/ResourceLibrary/RLMain.cfm

Montgomery County, Maryland
Office of Human Resources
JANUARY through JUNE
2004

Learning Opportunities

FY 2004
EMPLOYEE TRAINING AND PROFESSIONAL DEVELOPMENT

Office of Human Resources
(240) 777-5116

http://www.montgomerycountymd.gov/content/ohr/ResourceLibrary/RLMain.cfm